

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1903
ANSWERED ON:15.12.2003
IRREGULARITIES IN COMMERCIAL WING OF AI
BHASKAR RAO PATIL

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has taken note that the malpractices in the commercial wing of the Air India has increased manifold during the past few years;
- (b) if so, the facts and the details thereof;
- (c) whether the unscrupulous travel agents are responsible for bringing Air India into red; and
- (d) if so, the corrective steps proposed to be taken to overhaul the system of Air India and to make it profitable?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDY)

(a) and (b): The number of vigilance cases registered against officials of Commercial Department in Air India doesnot show an increasing trend.

(c)and (d): No, Sir. The functioning of Travel Agents is governed by the IATA rules which controls distribution of ticket stocks and recoveries of airlines` dues from Agents. Air India has laid down procedures governing various aspects of the agencies functioning on behalf of Air India such as ticketing, fare construction, refunds etc. Stringent action such as barring access to our reservation system is taken when an Agent is found to indulge in malpractice.